

Freedom of Information Act

The Optical Bodies Approved Scheme



Welcome to the Publication Scheme for [T. & A. Hassan-Hicks](#) as required by the Freedom of Information Act 2000.

Introduction

This Publication scheme is a complete guide to the information routinely made available to the public by [T. & A. Hassan-Hicks](#). It is a description of the information about our NHS services that we make publicly available. It will be reviewed at regular intervals and we will monitor its effectiveness.

How much does it cost?

The publications are free unless otherwise indicated. Where information is provided at cost, the charges will be calculated as set out in Class 7.

How is the information made available?

The information within each Class is available in hard copy from:

[T. & A. Hassan-Hicks, 18 St Thomas Street, Lymington, SO41 9NB, Tel: 01590 675576](#)

or can be printed from this website.

Your Rights to Information

- The Freedom of Information Act 2000 is designed to promote openness and accountability amongst all organisations that receive public money.
- From January 1st 2005 it will oblige opticians' and optometrists' practices to respond to requests about the NHS related information that it holds, and it will create a right of access to that information. These rights are subject to some exemptions that have to be taken into consideration before releasing information.
- In addition to accessing the information identified in the publication scheme, you are entitled to request information about our NHS services under the NHS Openness Code 1995.
- New environmental information regulations may be introduced as early as 2003. These will enable similar access to environmental information as under the Freedom of Information Act 2000.
- Under the Data Protection Act 1998, you are also entitled to access your clinical records or any other personal information held about you and you can contact any practice where your records are held to do this.

Feedback

If you have any comments about the operation of the Publication Scheme, or how we have dealt with your request for information from the scheme, please write to: [T. & A. Hassan-Hicks, 18 St Thomas Street, Lymington, SO41 9NB, Tel: 01590 675576](#)

Classes of Information

All NHS information at **T. & A. Hassan-Hicks** is held, retained and destroyed within NHS guidelines. Our commitment to publish information excludes any information that can be legitimately withheld under the exemptions set out in the NHS Openness Code or Freedom of Information Act 2000. From 2005, individual Classes are subject to exemptions, the main reasons being the protection of commercial interests and personal information under the Data Protection Act 1998. This Scheme had been written in accordance with those exemptions. The information on this Scheme is grouped into the following categories:

1) Who we are

- **T. & A. Hassan-Hicks** is a privately owned independent opticians based in Lymington. The business is owned by Mr Turgay Hassan-Hicks, a qualified dispensing optician and contact lens practitioner. He takes enormous pride in providing the highest possible standards of eye care and service and will take you through the whole process of testing your eyes, using the very latest in ophthalmic instrumentation, recommending spectacles or contact lenses, and then fitting whatever is best for you
- Our practice address is **18 St Thomas Street, Lymington, SO41 9NB, Tel: 01590 675576**
- Details of all the Opticians and Optometrists employed in one our practice can be obtained by contacting us directly.
- Alternatively, details of all opticians and optometrists registered in the UK are available from the General Optical Council (Tel: 0207 580 3898)

Click here: http://www.optical.org/index_files/non_members/non_mem_index_search.asp

2) Our services

T. & A. Hassan-Hicks provide free NHS eye tests for those who are eligible. You may also be entitled to vouchers that can be used against the purchase of glasses or contact lenses if you require them. To find out if you are eligible for assistance please click here: <http://www.doh.gov.uk/nhscharges/hc11.htm>

Appointments for eye tests can be booked over the phone, or by dropping into the practice.

Opening times are usually from 9am to 5.30pm Monday to Saturday but please call 01590 675576 to confirm.

3) Financial and funding information

For every eye test performed on behalf of the NHS the opticians practice receives a set fee of £16.72. This covers expenses such as optometrist and staff salaries, equipment costs and other store overheads.

If you are not eligible for the NHS eye test, please contact **T. & A. Hassan-Hicks** for details of our current charges.

4) Regular publications and information for the public

A complete set of information about optical and ocular conditions, eye tests, glasses, and contact lenses, can be found on our web site at www.hassanhicksopticians.co.uk

Some of this information is also available in patient leaflets. These are freely available from all our practice. To request a set of leaflets by post, please write to: **T. & A. Hassan-Hicks, 18 St Thomas Street, Lymington, SO41 9NB.**

5) Complaints

If you have a complaint about any of our products or services, we recommended that you first discuss any problems with Mr T Hassan-Hicks at the practice.

6) Our policies and procedures

- Complaints should be addressed to **T. & A. Hassan-Hicks, 18 St Thomas Street, Lymington, SO41 9NB, Tel: 01590 675576**
- **T. & A. Hassan-Hicks** are registered under the Data Protection Act, registered number PZ8215109
- Health and safety regulations are strictly adhered to and notices required by law are displayed at our practice.

7) This publication scheme

In this class we will publish any changes we make to this publication scheme, the criteria on which our information management policies are made and a referral point for all enquires regarding information management generally in practice. We will also publish any proposed changes or additions to publications already available.

Cost of Information

For the most part, we will only charge for hard copies, or copies onto media. Charges are as follows and will be reviewed regularly.

- Accessed from our website – free of charge
- Single hard copies – free of charge
- Multiple hard copies, or archived copies will attract a charge for photocopying, retrieval and postage. We will inform you of the cost of these charges that will have to be paid in advance.
- E-mail will be free of charge.

Part 3. Useful Resources

Websites:

- Information Commissioner
www.informationcommissioner.gov.uk
- Lord Chancellors Department
www.lcd.gov.uk
- NHS Freedom of Information
www.foi.nhs.uk

Publications:

- NHS Openness Code
www.doh.gov.uk/nhsexec/codemain.htm
- Freedom of Information Act 2000
www.hms0.gov.uk/acts/acts2000/20000036.htm

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HMSO Guidance notes see www.hms0.gov.uk/guides.htm.

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